



	<h1>Evidence-Based and Evidence-Informed Practice and Its Relationship to Continuous Quality Improvement</h1>
	<h2>Tier 3</h2>
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	<h3>Desired Outcomes</h3>
	<ul style="list-style-type: none"> • Define Continuous Quality Improvement • Understand CQI in a Plan, Do, Study, Act Cycle • Understand the role reporting plays in the CQI process • See the interaction of CQI and reporting in agency sustainability

	<h3>Continuous Quality Improvement is. . .</h3>
	<p>CQI is a process to ensure programs are systematically and intentionally increasing positive outcomes for the families they serve. It is about getting better and better.</p> <p>Instead of "if it ain't broke, don't fix it," CQI emphasizes that even if programs aren't broken, they can always be improved.</p>

Plan, Do, Study, Act Cycle

■PLAN services that are

- responsive to consumer needs and desires
- evidence based or evidence informed

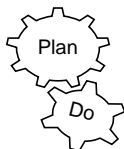
- Map your plan in a logic model
- Plan your evaluation methods
- Develop a manual that passes the “joined the circus test”



Plan, Do, Study, Act Cycle, cont.

Do: Provide services

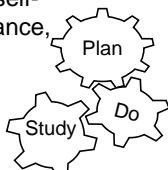
- Hire, train and supervise staff
- Document activities
- Monitor fidelity
- Collect data
 - formally
 - informally



Plan, Do, Study, Act Cycle, cont.

Study your data

- formally, in the course of staff supervision, full staff meetings, board meetings, and
- informally, through daily discussions with staff and participants; self-assessment of job performance, observation of day-to-day participant progress and satisfaction.

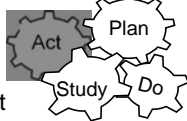


The Plan, Do, Study, Act Cycle, cont.

Act by adjusting practices

- formally, at the agency level by adopting new practices, programs, policies and procedures based on findings
- informally, by making personal adjustments to improve job performance

Plan, Do, Study, Act may begin as a linear process but soon all steps are happening all the time.



What Drives CQI?

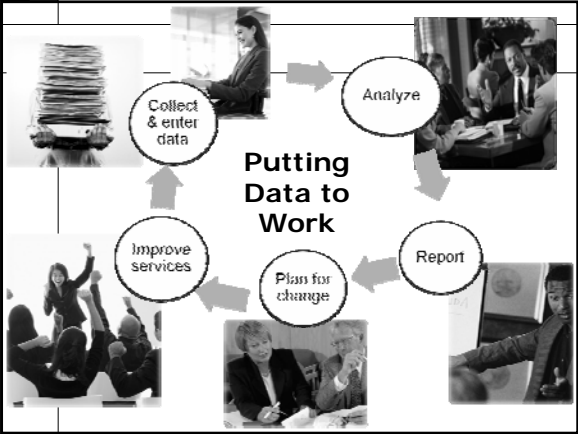
Safe Environment

- System Wide
- Consumer Involvement
- Logic Model
- Manual
- Staff
- Evaluation
- Data Driven Decision Making

CQI Activity

- What CQI activities are occurring in your agency?
 - Be sure to discuss formal and informal activities
- How you would like to strengthen the atmosphere of CQI in your agency?
 - What would you add or subtract to the way you do business?
 - What internal and external supports do you need to make this happen?

	Reporting and CQI
	<ul style="list-style-type: none"> • CQI emphasizes data driven decision making • Making data available in an easy-to-read and informational format makes this process much smoother • Reporting outcomes in a clear manner helps programs make the case for funding



	Putting Outcome Data to Work
	<ul style="list-style-type: none"> • Learning which aspects of your program are working • Learning which aspects of your program need adjusting • Telling your story

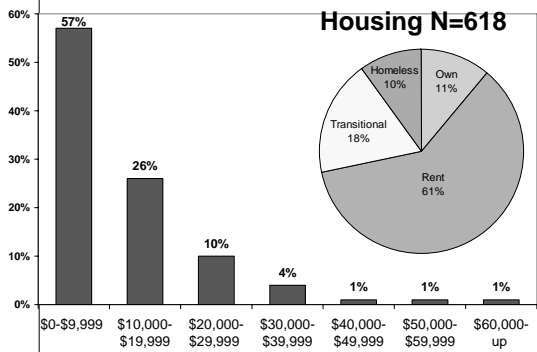


	Quantitative Data
	<ul style="list-style-type: none">• The most frequently thought of data• Easiest to compile• Lends itself to comparison through graphs and charts <p>Not the Whole Story</p>

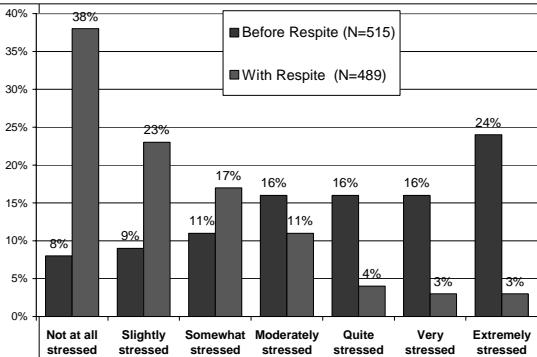
	Qualitative Data
	<ul style="list-style-type: none">• Qualitative data can be gathered with open-ended questions• Allows information sharing that many evaluation tools cannot capture<ul style="list-style-type: none">– surveys– personal interviews– focus groups• Provides quotes that can be used to ‘flesh-out’ reports on quantitative data.

	Qualitative Data
	<ul style="list-style-type: none">• Qualitative data can be quantified<ul style="list-style-type: none">– Count instances that participants reported on similar outcomes/issues/concerns• Qualitative data should inform future evaluation efforts.<ul style="list-style-type: none">– If it reveals a theme, you may want to include survey items related to that theme in future quantitative items in surveys.

Family Income N=610

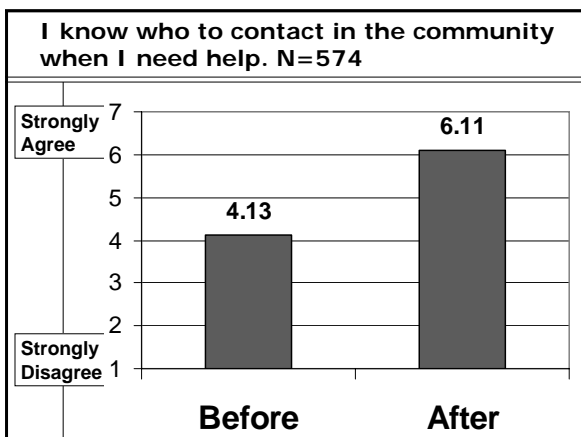


Parent-Reported Stress Levels



What would you have done if Crisis Care had not been available? (N=571)

Left child unattended	4%
Delay attending to family medical needs	6%
Missed school, work or job opportunity	6%
Kept child with me in possibly dangerous situation	9%
Requested a foster care placement	9%
Left child in the care of another child	11%
Left child with an inappropriate caregiver	14%
Kept child in an inappropriate situation	20%
Other	21%



Reporting on Outcomes	
	<p>The report should include:</p> <ul style="list-style-type: none"> •Executive Summary •Body of the Report <ul style="list-style-type: none"> – Use your logic model as a map for developing this major section of the report •Conclusion

The Main Body of the Report	
	<ul style="list-style-type: none"> a) Population Targeted/Population Served b) Services Planned/Services Provided (Implementation and Fidelity) c) Outcomes Projected d) Evaluation Methodology e) Outcome Achievement f) Analysis of Results g) Future Planning

Implementation Planning

- A crucial step in developing an effective and sustainable program.
- Clearly documents key program areas:
 - Measurement tool
 - Timelines
 - Staff Training
 - Data Management
 - Data Analyzation
 - Data Dissemination



Contact Information

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